

Customer Advisory Board

June 11, 2010

James R. Larson Forum Building Boardroom

605 11th Avenue SE

Olympia, Washington

Shared Service Priorities

Kit Bail led a discussion with the CAB to adopt the following priorities for shared services:

1. Email
2. Servers
3. Desktop support

These priorities will guide the breadth and timing of the recommendations implemented for each service.

Shared Email To-Be Service Definition

Andy Hill, lead CIO for the shared Email service, led the presentation with support from Joel Eussen, DIS. The presentation slides and the briefing paper for the shared Email service definition are located on the CAB website and the IT Transformation Website.

Shared Server To-Be Service Definition

Debbie Stewart, lead CIO for shared server operations, led the presentation with support from Jack Funk, OFM, and Gary Lamb, INX. The presentation slides and the briefing paper for the shared server service definition are located on the CAB website and the IT Transformation Website.

CAB Recommendation on Email and Server Shared Services

The presentations on both the Email and server shared services were well received by the CAB. The CAB recommended that the ESC adopt the shared service priorities above, the To-Be service definitions for email and server operations, and the next steps defined for each service.

The Desktop Support shared service, with its three sub-projects, will be presented at the July CAB meeting.

DIS Projects Related to Shared Services

In the limited meeting time remaining, Cammy Webster briefly reviewed three of a number of DIS projects related to shared services. The CAB agreed that time on the July agenda will be allocated to provide sufficient review these projects. Additional time may be needed in a subsequent meeting.

Special CAB Meeting

A special CAB meeting will be held Thursday, June 24, 2010, from 9:30 – 11:00 in the OB2 Auditorium. The purpose is to obtain agency CIO input on time sensitive master contract negotiations/consolidations for savings under HB 3178. A meeting invitation will be sent to CAB members.